

4

Situations of Clinicians in Distress

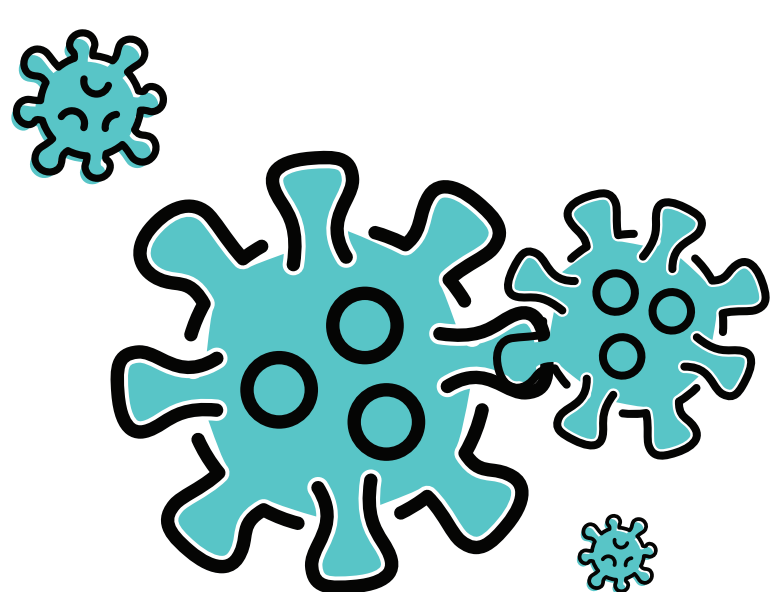
How communication technology helps before, during, and after an event

Keeping clinicians and hospital staff safe is not an easy issue to address. Here are 4 situations of a clinician in distress and how improved communications can make an impact.

1

Distress situation: Staff shortage during emergency situation

The hospital experiences a shortage of staff needed to meet anticipated patient surge during an emergency situation (such as the COVID-19 pandemic).



Communication solution: Staff shortage notification sent

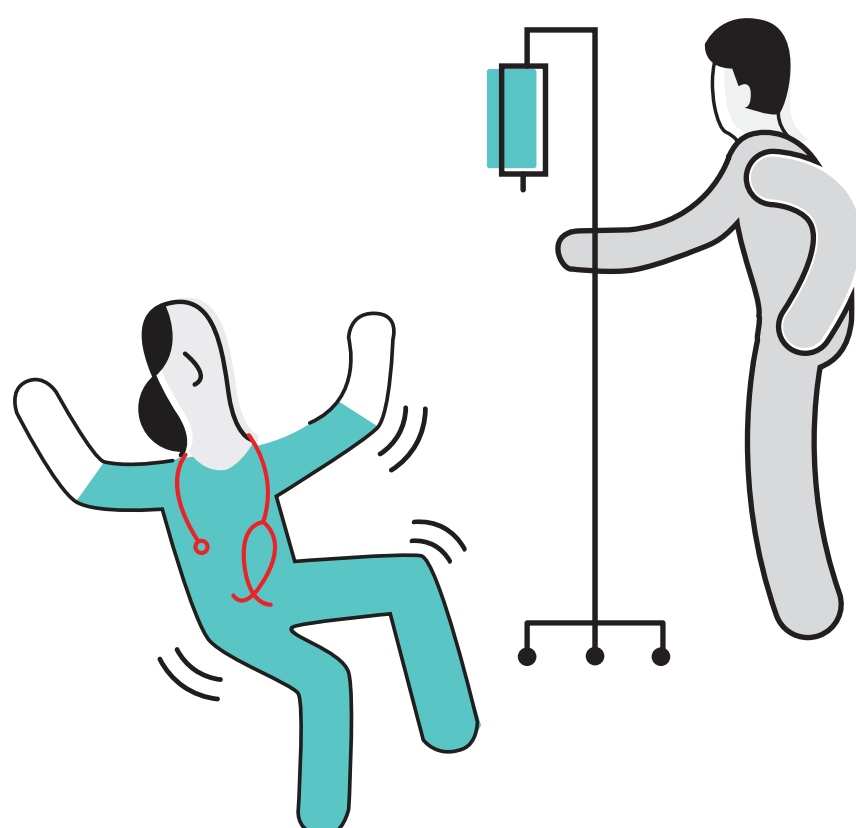
The incident commander sends a mass notification to designated responders. They receive the notification on their preferred devices and respond with availability. The system manages responses and escalates until roles are filled.



2

Distress situation: Staff-down event

A disoriented patient strikes a patient care assistant causing them to fall.



Communication solution: Notify nearest available staff

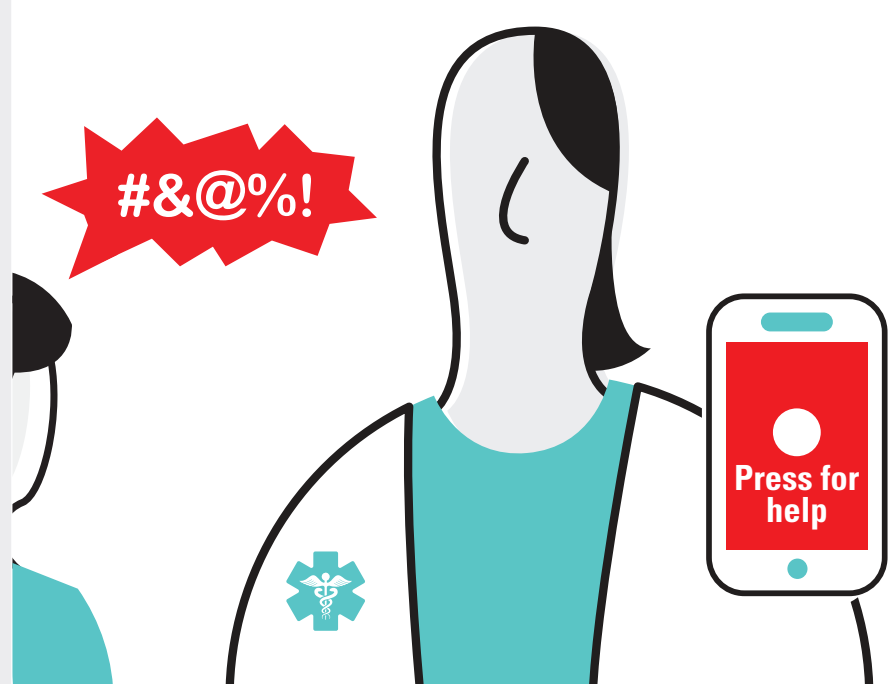
The team member's device detects the unexpected motion of the fall. Clinical alerting software sends a notification with the team member's exact location to other nearby staff, allowing them to quickly assist.



3

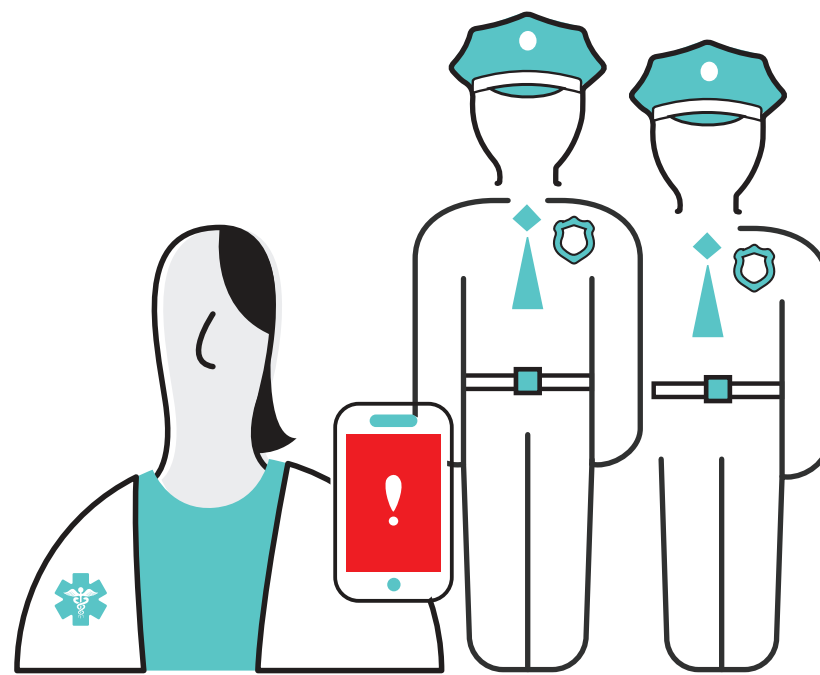
Distress situation: Patient is threatening nurse

Faced with a violent patient, the nurse presses the duress button on her device.



Communication solution: Alert the security team

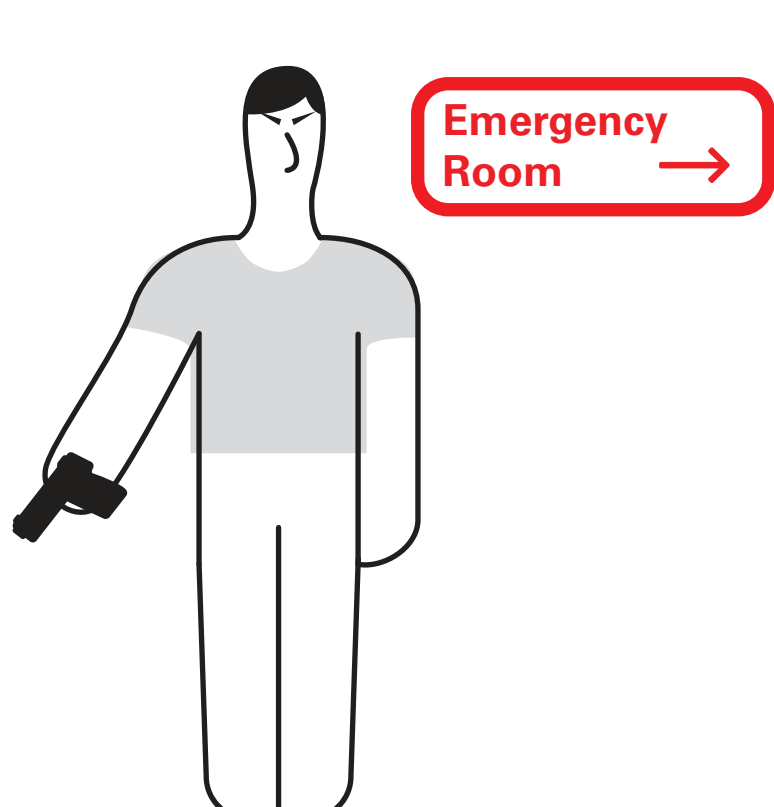
Clinical alerting software sends a notification with the nurse's exact location to security and floor charge nurse. Security team arrives quickly to assist.



4

Distress situation: Gun violence in the hospital

A man becomes angry that the emergency department is taking too long to see his girlfriend and pulls a gun.



Communication solution: Mass notification sent to hospital staff

A nurse nearby triggers a code, which activates a mass notification to all hospital staff and initiating lockdown procedures. Building security and local emergency responders are also notified at the same time.



Learn ways to reduce alarm fatigue, protect staff from workplace violence, and help alleviate physician burnout

Download the eBook at spok.com/improve-clinician-experience